



Automation InView Overview

What is Automation InView?

Automation InView is a secure, on-demand, remote connection that allows the Thermo Systems support team to securely connect to a client's Industrial Control System (ICS). It is used for remote support, preventative maintenance, emergency response and advanced monitoring.

How does it work?

An on-demand, encrypted Virtual Private Network (VPN) tunnel is established between the security appliance at Thermo Systems' Engineering Center and a cellular security appliance at the client's facility. On the Thermo Systems side of the tunnel is a secure DMZ network and the Automation InView (AIV) Remote Session Server. The security appliance on the client's side only accepts traffic from the Thermo Systems security appliance. This connection allows the Thermo Systems support team to access the necessary components for service without requiring any additional external connections on the part of the client, and without being on the client's IT network.

How secure is it?

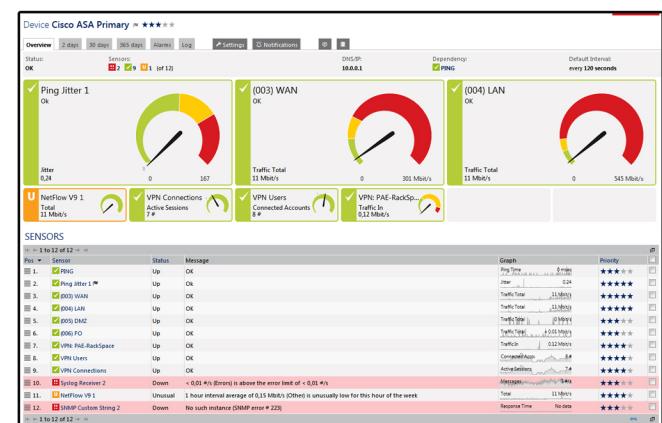
The client receives an on-premise security appliance. This appliance uses a Layer 2 Tunneling Protocol (L2TP) VPN tunnel with Advanced Encryption Standard (AES) encryption and has an access control list that is locked down to accept only traffic from the Thermo Systems Engineering Center. The client has the sole capability of enabling or disabling the on-premise appliance, giving them control over Thermo Systems' connection and monitoring ability. Thermo Systems' support personnel are restricted to working within a session on the Automation InView Remote Session Server; further limiting access to only those who are authorized. The Remote Session Server is located at Thermo Systems, on a DMZ network, isolated from other networks. It is consistently updated and runs anti-virus software. The tunnel can only be initiated from the Remote Session Server, ensuring that only support personnel are connecting to the client's site. Once the work is complete, the VPN tunnel is terminated.

What are the benefits?

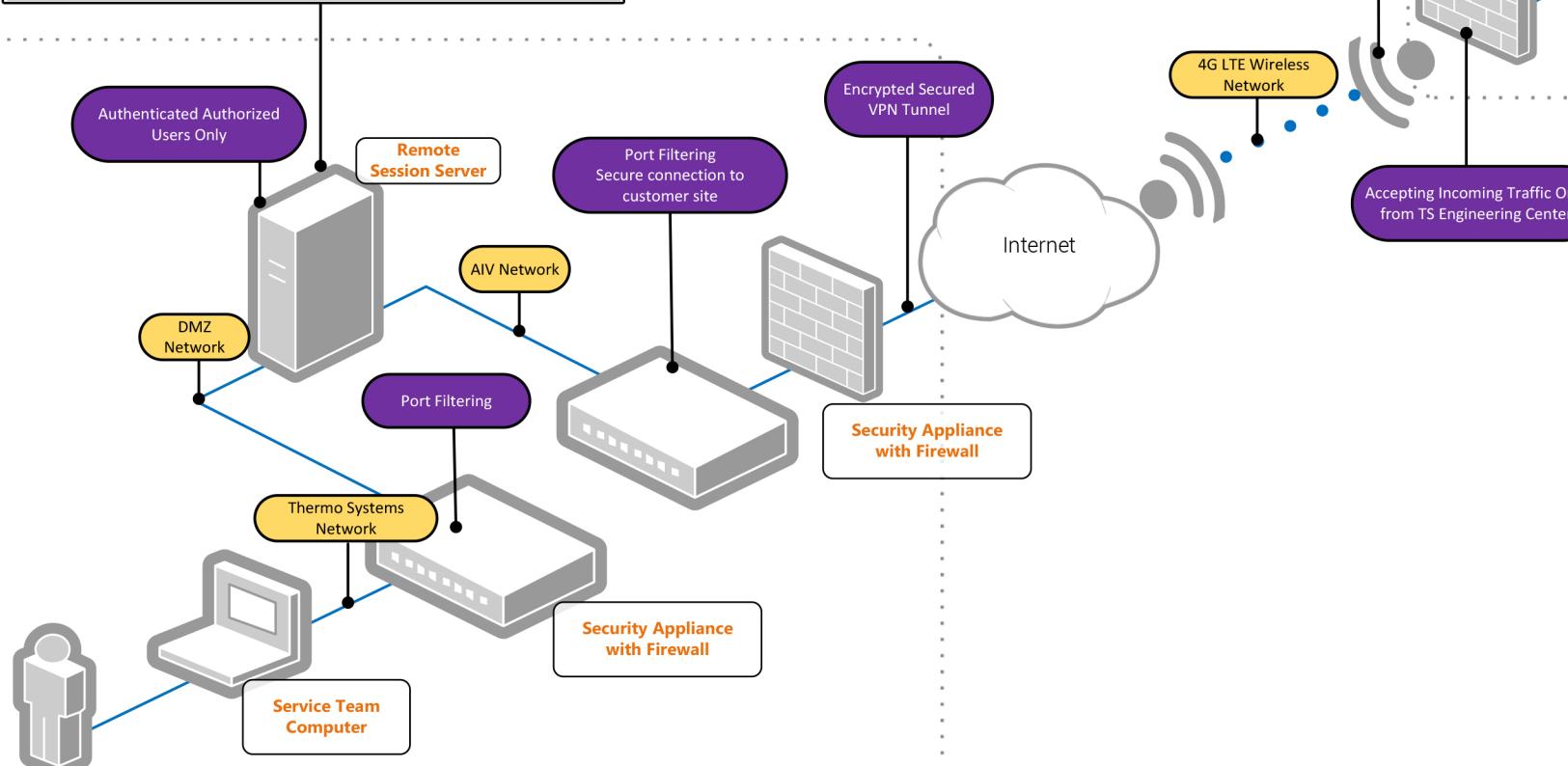
System uptime doesn't have to be dependent on the travel time it takes for support personnel to reach a client's site. Automation InView provides on-demand access for immediate, accurate troubleshooting and support, 24/7/365. AIV is an enhancement to traditional phone support. Security is not sacrificed for response. The client has control over the connection, and the connection is secure. Thermo Systems personnel will always get permission from the client before connecting. Aside from its emergency response benefits, AIV is a proactive solution to system operations and maintenance. Included with Automation InView are monthly checks of storage, memory, processor, services, log files and control system health.

Welcome to Automation InView.

Thermo Systems' advanced remote monitoring and troubleshooting solution is now available to our service contract customers.

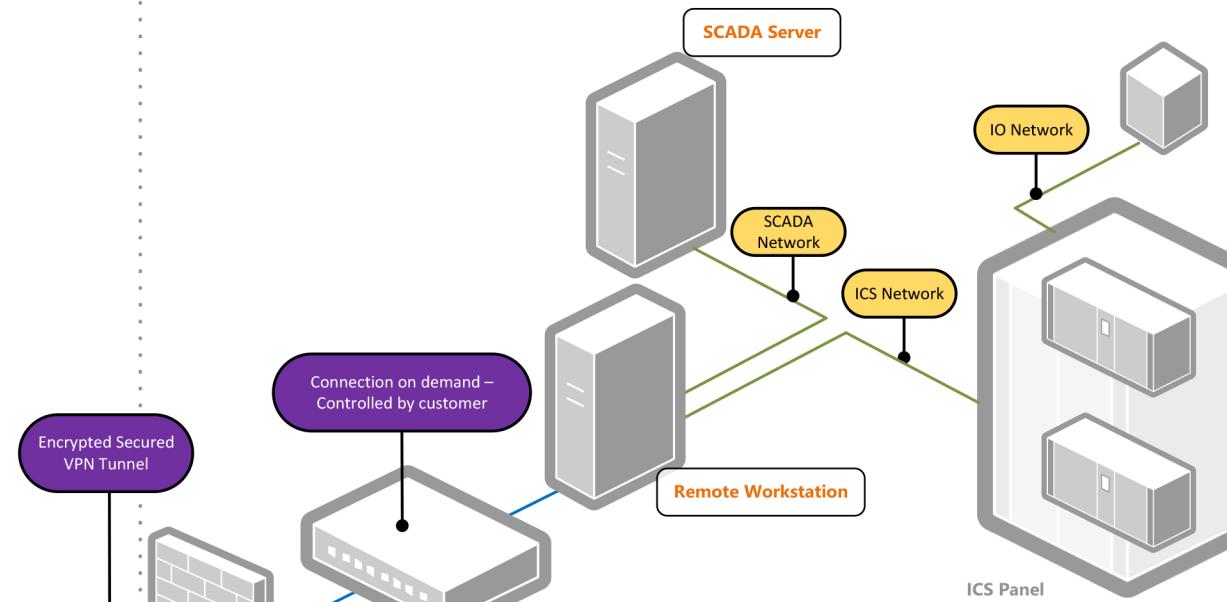


AIV Custom
Dashboard
Monitoring System



Thermo Systems

Customer Site



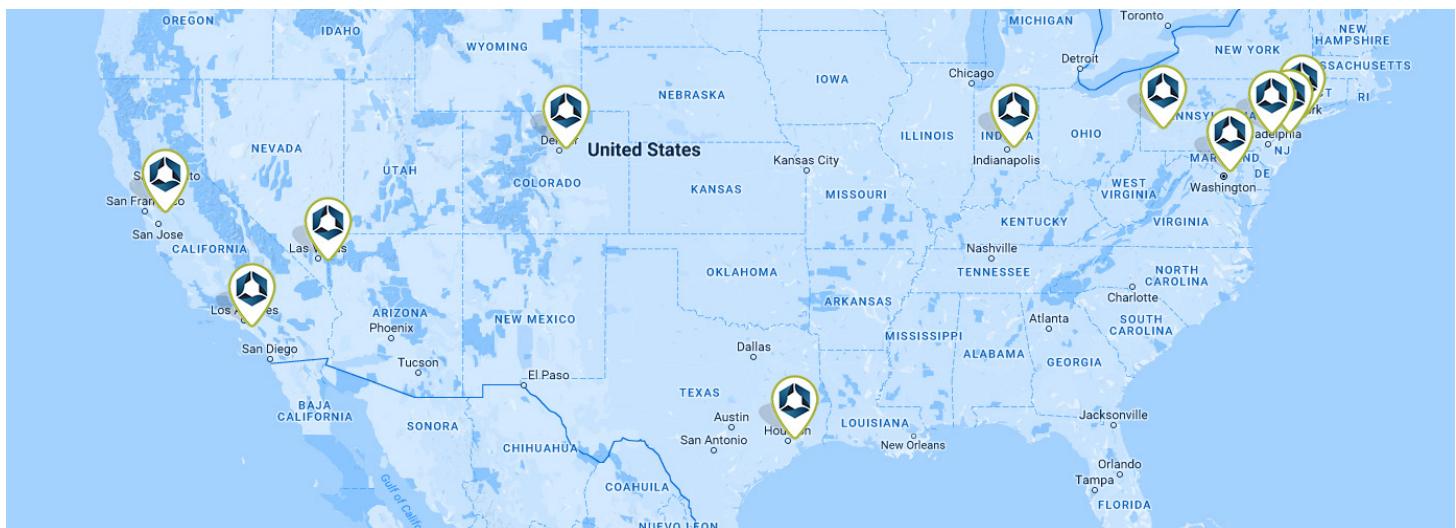
Automation InView Advantages

- 24/7/365 Support**
Allows Thermo Systems to quickly access your system at any time, from anywhere in the case of an emergency.
- On-Demand Connection**
Our connection is in your control. **You** choose when to allow us to access the system.
- In-Depth Monitoring**
Your storage, memory, processor, services, log files, and control system health are examined and reported monthly.
- Secure Encrypted Connection**
Our encrypted, secured VPN tunnel gives you peace of mind.
- Accurate Troubleshooting**
Rather than having the problem described to us, Thermo is able to view the problem in real-time to more accurately diagnose and assist.
- Fast, Reliable Connection**
No extra external connection required on your part; we provide the wireless 4G LTE.



Company Overview

Thermo Systems is a national, full-service control systems integration partner for energy and consumer markets. We excel at managing and delivering turnkey projects to our EPC & AE partners while also specializing in customized direct-to-owner solutions. Thermo Systems focuses on industries where we can offer unmatched domain knowledge to deliver the best possible services and technologies for your needs. By investing in our people, we provide a project team with the skill and expertise to overcome your biggest industrial automation and information challenges. To reinforce our commitment to serving our customers locally, we have offices nationwide.



Thermo is constantly expanding, both technologically and geographically, to better serve and support our clients. From our offices across the country, Thermo Systems designs and deploys automation projects throughout North America as well as international locations.

To arrange a free consultation, schedule a plant tour, or receive a list of references, give us a call at **609.371.3300** or email **sales@thermosystems.com**.